

## **CAFAM - TECH NOTES NO 20**

### **12 MAY 2006**

APPLICABILITY: WIDE AREA NETWORKED COMPUTERS RUNNING CAFAM OVER  
TERMINAL SERVICES

**“NTVDM.EXE has generated errors and will be closed by Windows.  
You will need to restart the program.”**

#### **1. Introduction**

When you run CAFAM over a Wide Area Network (WAN) running Terminal Services, you might encounter the above error. This happens because of some incompatibility in your choice of processor in the PC running the Terminal Services session.

If the error only occurs during printing, then the problem is likely to be because you are not using a matched Printer Driver at both ends, i.e for the Printer at the Work Station end, there must be exactly the same Printer Driver loaded on the Terminal Server. The usual message in this instance is **“NTVDM encountered a hard error”**

#### **2. Fix....**

Review your choice of Computer and Printer Drivers being used for Terminal Services sessions

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